

## **Complaint about childcare provision**

Ref: EY492809/4236877

Date: 17 June 2019

### **Summary of outcome**

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 24 May 2019 we received concerns that this provider was not meeting some of these requirements. We have served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

implement an effective risk assessment to help ensure that all areas of the nursery remain safe and secure for children's use, by 27 June 2019

make sure staff qualifications levels are consistently maintained, namely ensuring that half all other staff working directly with children have a relevant level 2 qualification, by 27 June 2019

make sure staff deployment is effective to ensure children's safety and individual needs are continually met, particularly when working with babies, by 27 June 2019

ensure staff maintain good hygiene routines to help support children's physical health, especially when working with babies, by 27 June 2019

implement an effective key person system to help children form secure relationships with staff to aid their emotional well-being and development needs, by 27 June 2019

provide staff with effective supervision and training to help them have a secure understanding of their roles and responsibilities, by 27 June 2019

We also raised a notice to improve:

ensure children are offered a wide range of activities and resources that stimulate children's interest to help them engage in purposeful play and learning, by 25 July 2019

On 28 June 2019 we conducted an unannounced visit to the provider. We found that they had taken the appropriate action to meet the actions set.

The provider is still registered with Ofsted.

### **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).